



Comptroller of the Currency  
Administrator of National Banks

US Department of the Treasury

## Biographies

### **Samuel P. Golden Ombudsman**

Samuel Golden serves as ombudsman for the Office of the Comptroller of the Currency (OCC).

Mr. Golden, who joined the OCC in 1974, has shouldered an array of duties, including serving as the examiner-in-charge of some of the largest and most complex national banks throughout the United States and serving as a field manager in the Houston, Texas field location.

In July 1993, he was selected as ombudsman, or senior appeals official, for the OCC. In that capacity, Mr. Golden is responsible for ensuring that the OCC appeals process provides a fair and speedy review of disagreements on agency findings or decisions.

Mr. Golden also has responsibility for the Customer Assistance Group, which handles consumer inquiries and complaints against national banks. He reports directly to the Comptroller of the Currency, is a member of the OCC's Executive Committee and, with the consent of the Comptroller, has the discretion to supersede any agency decision or action during the resolution of an appealable matter. He essentially functions as a binding arbitrator versus the more traditional mediatorial role of an ombudsman.

Additionally, Mr. Golden serves as OCC's executive sponsor for its national partnership with the National Academy Foundation.

Mr. Golden is a prior recipient of the OCC's Managerial Excellence Award. Additionally, he is a two-time honoree representing the OCC at the Treasury Department's Annual Award Ceremony.

A native of Wharton, Texas, Mr. Golden received his bachelor's of business administration in banking and finance from North Texas State University in 1974, and is a 1982 graduate of the Graduate School of Banking of the South at Louisiana State University. He is a frequent speaker on banking and bank supervision related topics. Mr. Golden is a member of the board of the Smith-Hutson Chair of Banking at Sam Houston State University.

Mr. Golden is a deacon and trustee at his church and is involved in a broad array of community activities, which includes serving as a director and secretary of the Fort Bend Education Foundation. Additionally, he serves as a director of Prostate Action, Inc., an organization that focuses on broadening awareness and education about early detection and treatment of prostate cancer. Mr. Golden has a special interest in working with youth programs that cater to disadvantaged boys.

Mr. Golden is married and has three children.





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